

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 6,950,801 B2
APPLICATION NO. : 09/618809
DATED : September 27, 2005
INVENTOR(S) : R. Brookes et al.

Page 1 of 5

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Delete the title page and substitute therefor the attached title page.

Please delete old existing Drawing sheets and insert these new drawings.

1/4

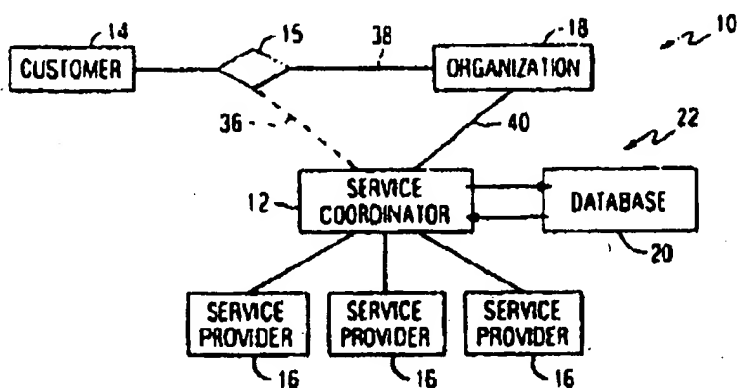


FIG. 1

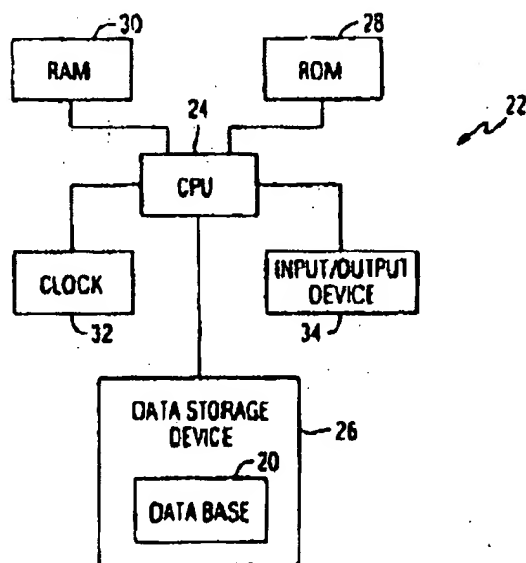


FIG. 2

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 6,950,801 B2
APPLICATION NO. : 09/618809
DATED : September 27, 2005
INVENTOR(S) : R. Brookes et al.

5
Page 2 of 5

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

2/4

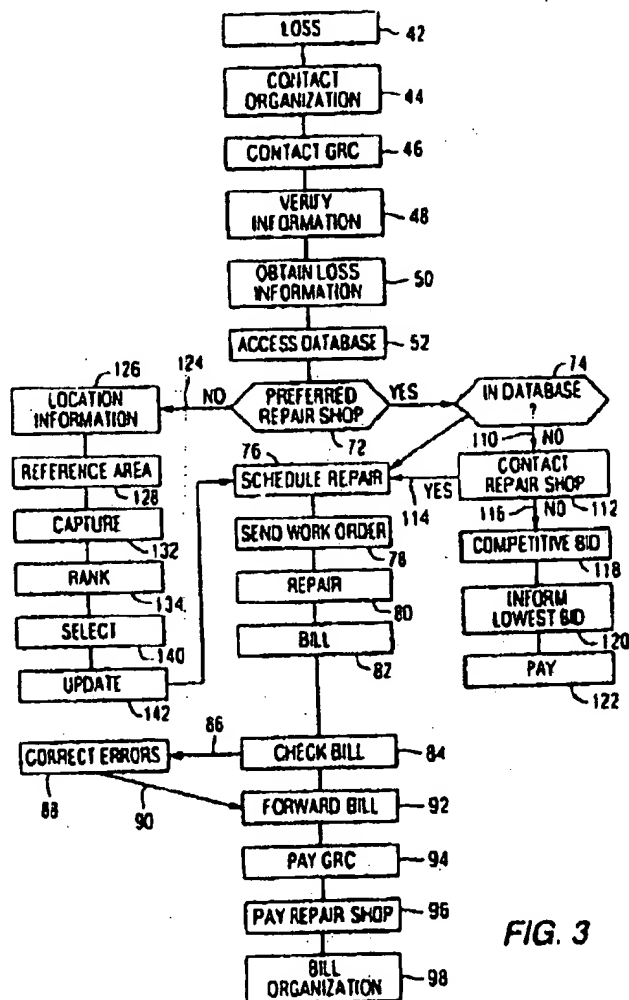


FIG. 3

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 6,950,801 B2
APPLICATION NO. : 09/618809
DATED : September 27, 2005
INVENTOR(S) : R. Brookes et al.

5
Page 3 of 5

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

3/4

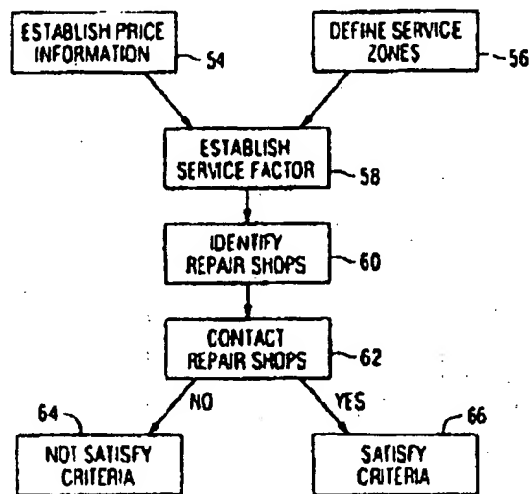


FIG. 4

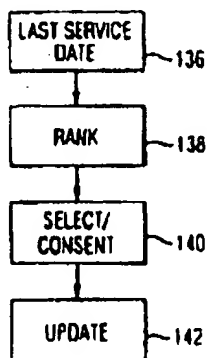


FIG. 5

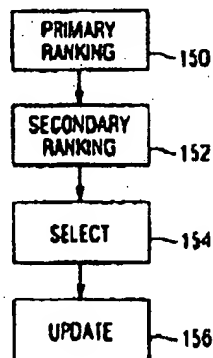


FIG. 6

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 6,950,801 B2
APPLICATION NO. : 09/618809
DATED : September 27, 2005
INVENTOR(S) : R. Brookes et al.

4 5
Page 4 of 4

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

4/4

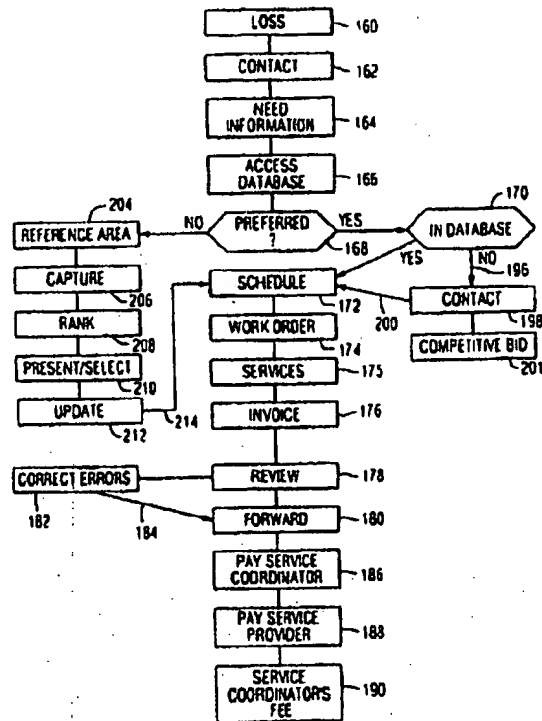
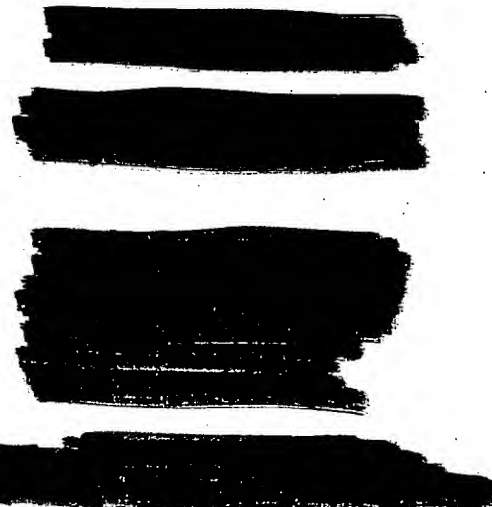


FIG. 7





US006950801B2

(12) **United States Patent**
Brookes et al.

(10) Patent No.: **US 6,950,801 B2**
(45) Date of Patent: **Sep. 27, 2005**

(54) **METHOD AND APPARATUS FOR
COORDINATING SERVICES**

(75) Inventors: **Robert Brookes, Gibsonsia, PA (US);
Mark A. Homison, Glenshaw, PA (US);
Lisa S. Langford, Allison Park, PA
(US); James V. Latch, Gibsonsia, PA
(US); Thomas S. Molenda, Pittsburgh,
PA (US); Christopher W. Umble,
Wexford, PA (US)**

(73) Assignee: **PPG Industries Ohio, Inc., Cleveland,
OH (US)**

(*) Notice: Subject to any disclaimer, the term of this
patent is extended or adjusted under 35
U.S.C. 154(b) by 411 days.

(21) Appl. No.: **09/618,809**

(22) Filed: **Jul. 18, 2000**

(65) **Prior Publication Data**

US 2003/0014295 A1 Jan. 16, 2003

Related U.S. Application Data

(60) Provisional application No. 60/146,039, filed on Jul. 28,
1999.

(51) Int. Cl.⁷ **G06F 17/60**

(52) U.S. Cl. **705/7; 705/8; 705/9**

(58) Field of Search **705/7, 8, 9, 10,
705/4, 14, 1, 5; 395/202, 329; 707/660;
380/25**

(56) **References Cited**

U.S. PATENT DOCUMENTS

5,432,904 A	7/1995	Wong	395/161
5,504,674 A	4/1996	Chen et al.	364/401
5,583,763 A *	12/1996	Atcheson et al.	707/3
5,652,842 A *	7/1997	Siegrist et al.	705/2
5,794,207 A	8/1998	Walker et al.	705/23
5,797,127 A	8/1998	Walker et al.	705/5

5,842,178 A *	11/1998	Giovannoli	705/26
5,862,223 A	1/1999	Walker et al.	380/25
5,884,272 A	3/1999	Walker et al.	705/1
5,950,169 A *	9/1999	Borghesi et al.	705/4
6,282,251 B1 *	8/2001	Worstell	375/341
6,314,406 B1 *	11/2001	O'Hagan et al.	705/14
6,356,909 B1 *	3/2002	Spencer	707/10
6,397,197 B1 *	5/2002	Gindlesperger	705/37

FOREIGN PATENT DOCUMENTS

WO	WO 9526535 A1 *	10/1995	G06F/17/60
WO	WO00072207 A1 *	11/2000	G06F/17/60

OTHER PUBLICATIONS

Corporate News "PPG Receives CIO Award For IT Appli-
cation In Forming Business" discloses a consumer resolving
a glass replacement or repair claim with a brief telephone
call.*

Kalakota, Ravi and Whinston, Andrew B, "Electronic Com-
merce A Manager's Guide", published in 1997.*

www.safelite.com as archived Jun. 20, 2003—Windshield
glass replacement service.*

cartalk.cars.com as archived on Jul. 7, 2000—Web site on
automobile repairs.*

* cited by examiner

Primary Examiner—Romain Jeanty

(74) *Attorney, Agent, or Firm*—Dennis G. Millman

(57) **ABSTRACT**

The invention relates to a method of coordinating or arrang-
ing services, such as automotive glass repair services for the
policyholders of an insurance company, and to an apparatus
for practicing the method. The method includes providing a
database of service providers, obtaining service need infor-
mation regarding a customer, selecting at least a portion of
the service providers in the database based on the service
need information, ranking the selected service providers,
and choosing one of the ranked service providers to perform
the service.

6 Claims, 5 Drawing Sheets

